GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:294
ANSWERED ON:27.02.2008
COMPLAINTS REGARDING PUBLIC GRIEVANCES AND PENSIONS
Athawale Shri Ramdas

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has received various complaints regarding the public grievances and pensions from some States including Gujarat during the last three years, till date;

(b) if so, the details thereof, State-wise alongwith the nature of the grievances;

(c) the action taken by the Government thereto;

(d) whether the Government proposes to dispose of such complaints/grievances within a stipulated time-frame and fix responsibility on officers liable for the undue delay; and

(e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

(a) & (b): Yes Sir. The complaints received by the Government during the last three years till date (up to 31.01.2008) state-wise is Annexed. These mainly comprise of complaints against public servants, service related grievances, issues relating to law & order, unemployment, financial assistance, property/land disputes and civic facilities. The Department of Pensions and Pensioners' Welfare has received 8270 grievances from Pensioners from all over the country during the last three years till date (up to 31.01.2008). However, state wise data relating to pensioners grievances is not maintained.

(c), (d) & (e) : After scrutiny of the complaints, these are forwarded to the State Governments under intimation to the complainants for immediate redress of the grievances. Directions have been issued to all States to redress grievances of the citizens within a period of two months and also to give a reasoned reply within this period, if grievances cannot be redressed.